

100

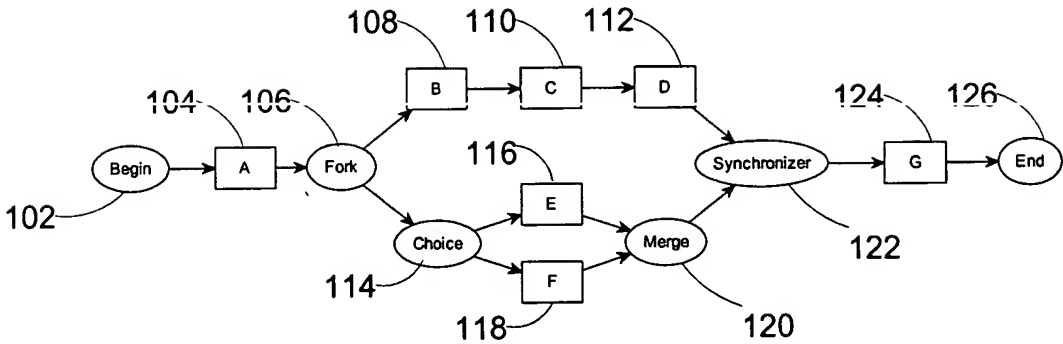


FIG. 1

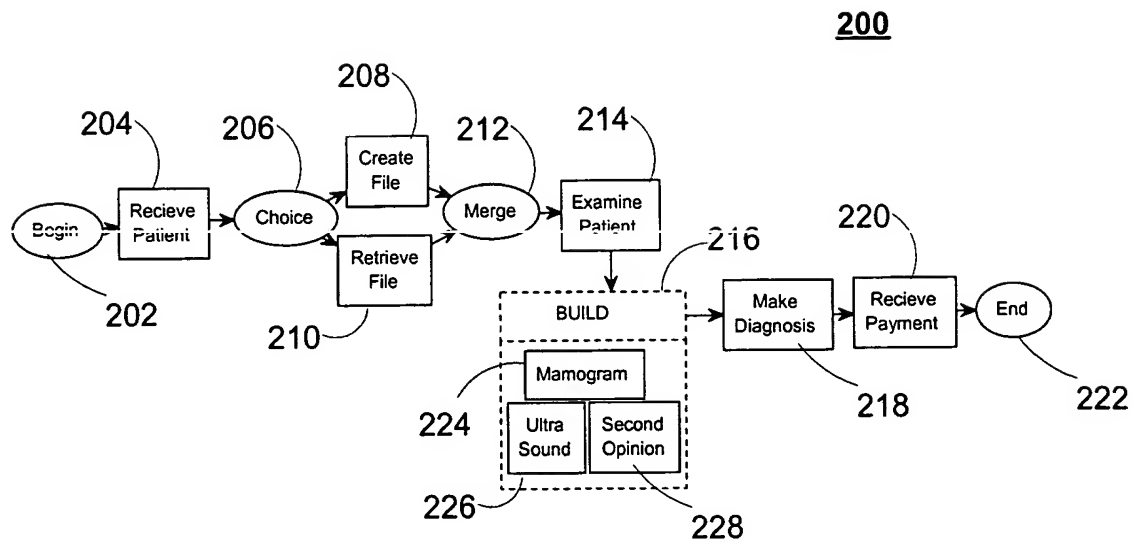


FIG. 2

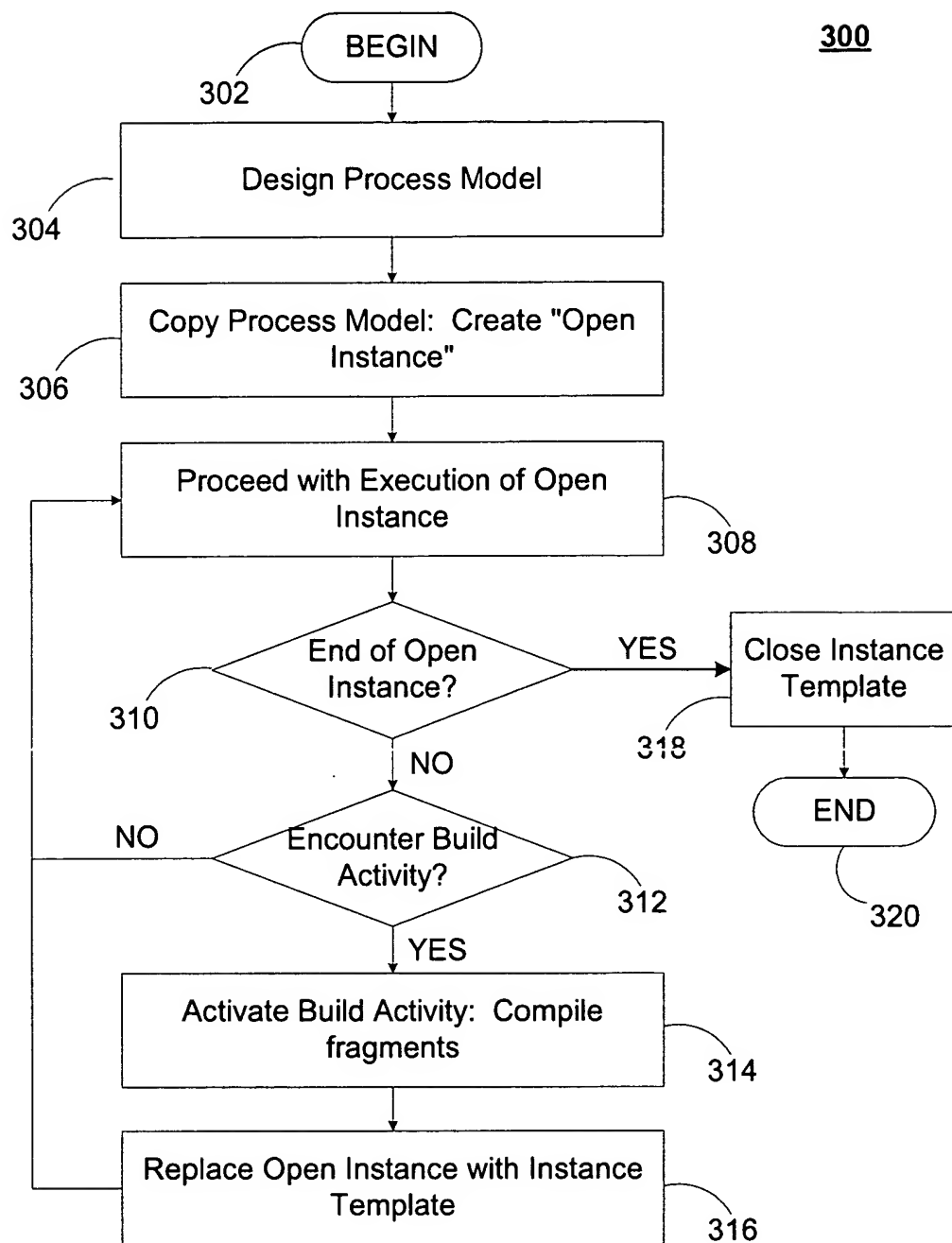


FIG. 3

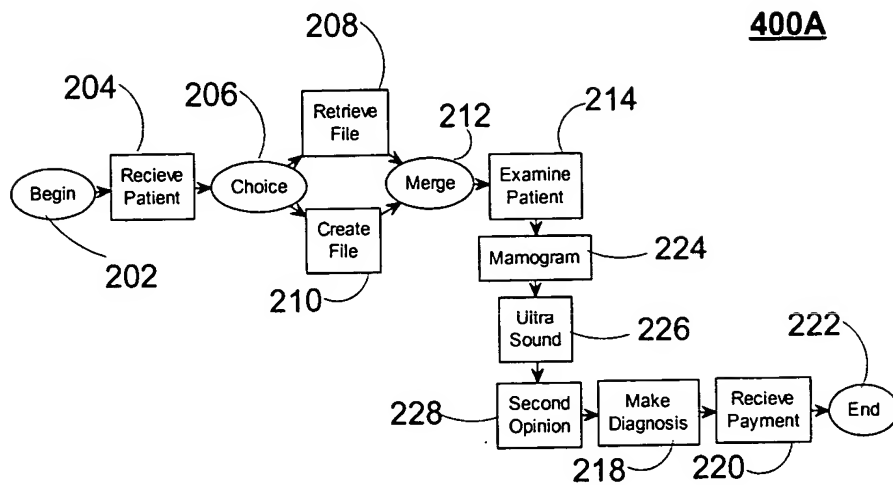


FIG. 4A

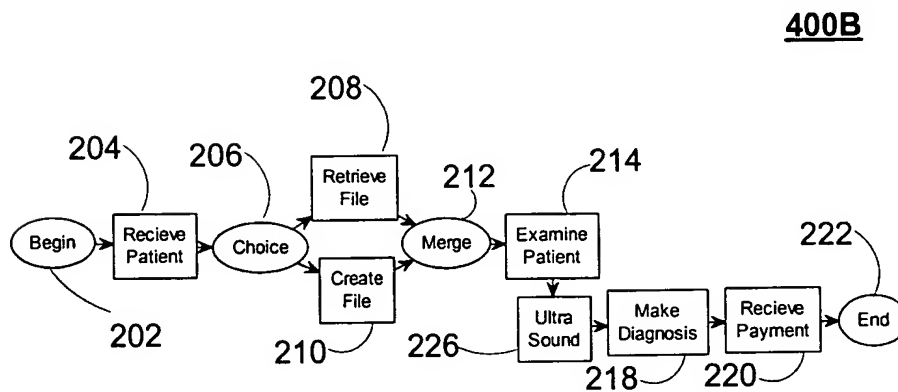


FIG. 4B

500

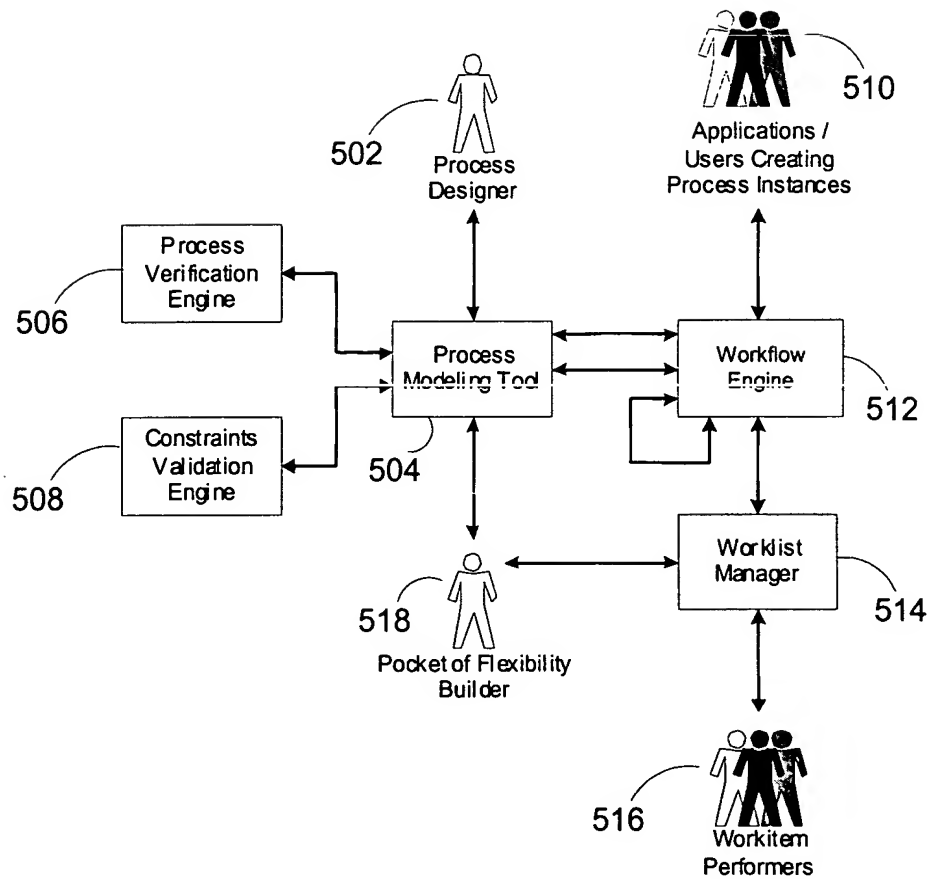


FIG. 5

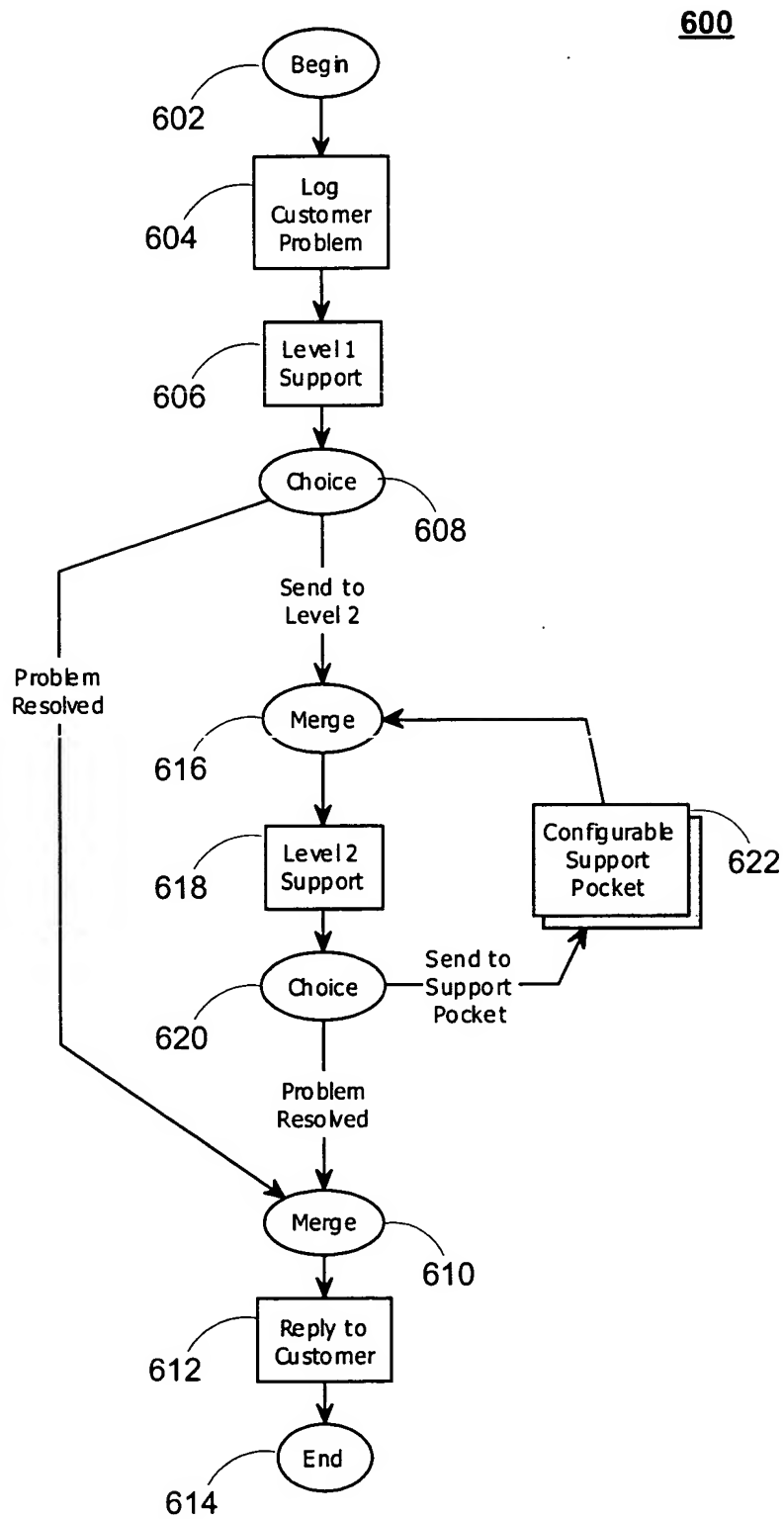


FIG. 6

700

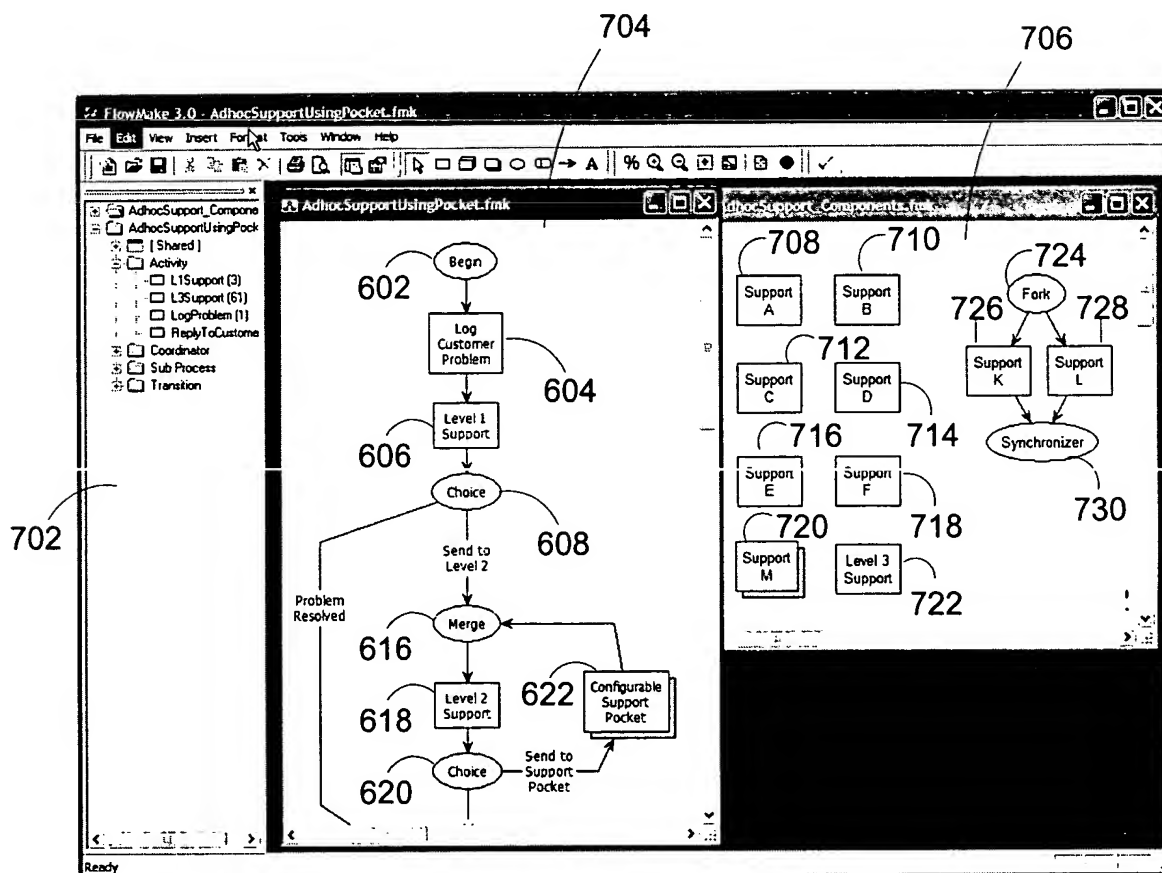
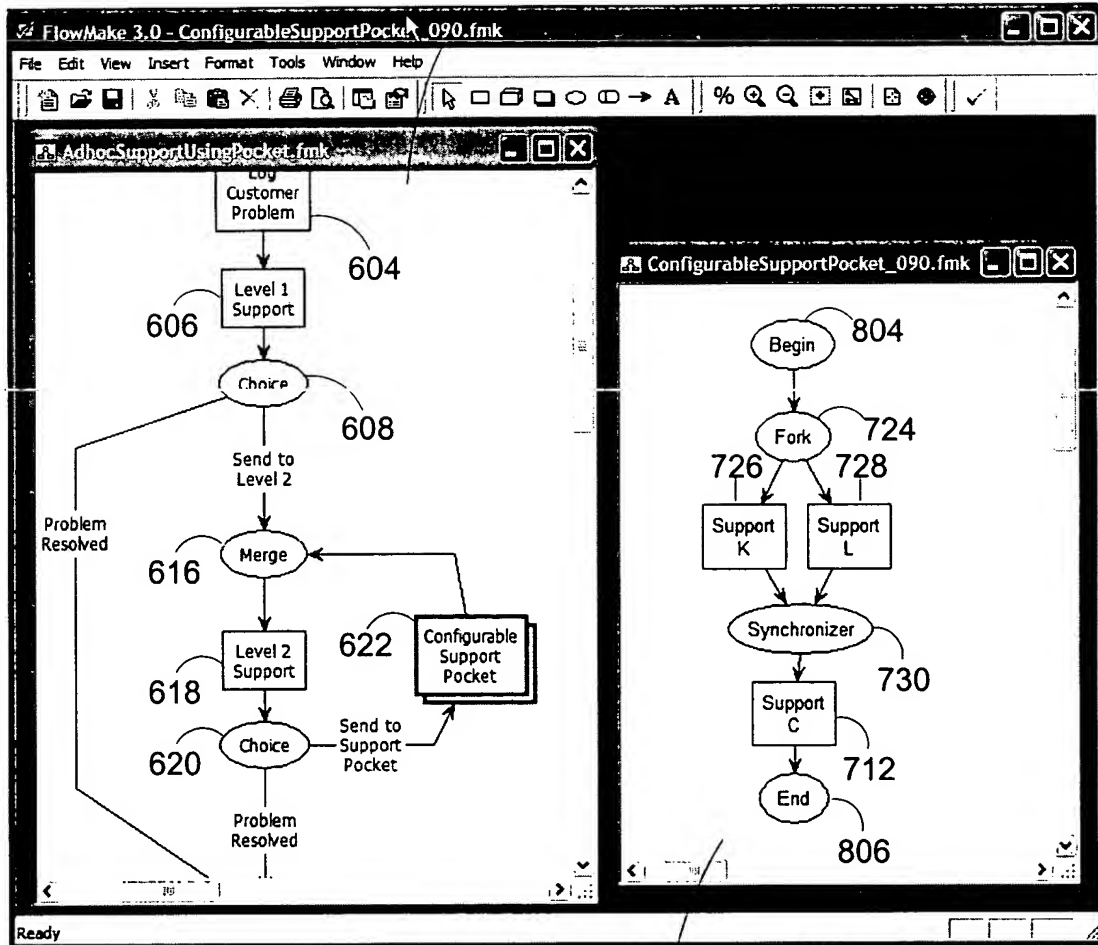


FIG. 7

800

704



802

FIG. 8

900

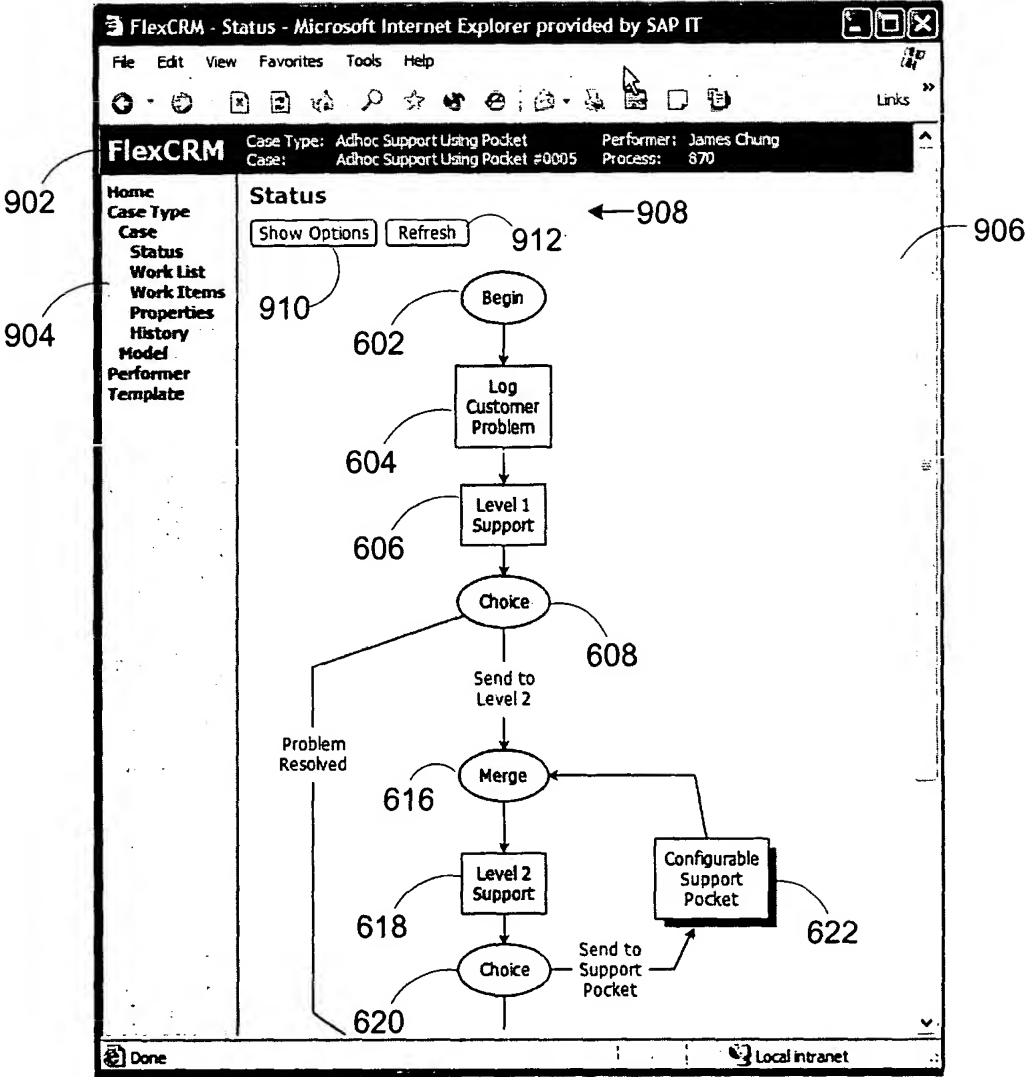


FIG. 9

1000

FlexCRM - Work List - Microsoft Internet Explorer provided by SAP IT

File Edit View Favorites Tools Help

FlexCRM Case Type: Adhoc Support Using Pocket Case: Adhoc Support Using Pocket #0005 Performer: J Researcher Process: 870

Home Case Type Case Status Work List Work Items Properties History Model Performer Template

Work List

Active Case Performers: James Chung Refresh

Work Item	State	Available On	Commenced On
Level 2 Support	Commenced	8-Apr-03 15:59:03	8-Apr-03 15:59:15

Work Item: Level 2 Support

Description: A level 2 support performer either resolves the problem or builds a support pocket to assign problem to other support groups.

Properties:

Name	Value
ASPocket	ConfigurableSupportPocket_090
L2Choice	SendToSupportPocket

Complete Release

Local intranet

FIG. 10

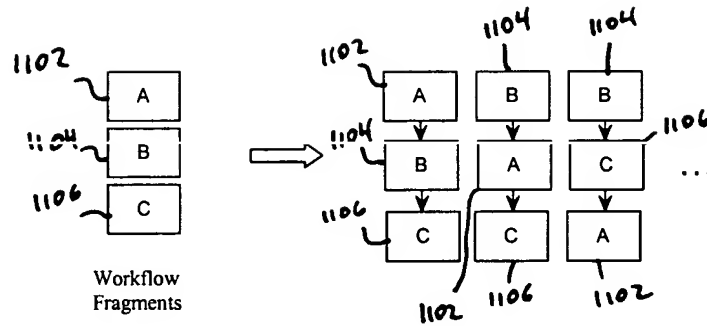


FIG. 11

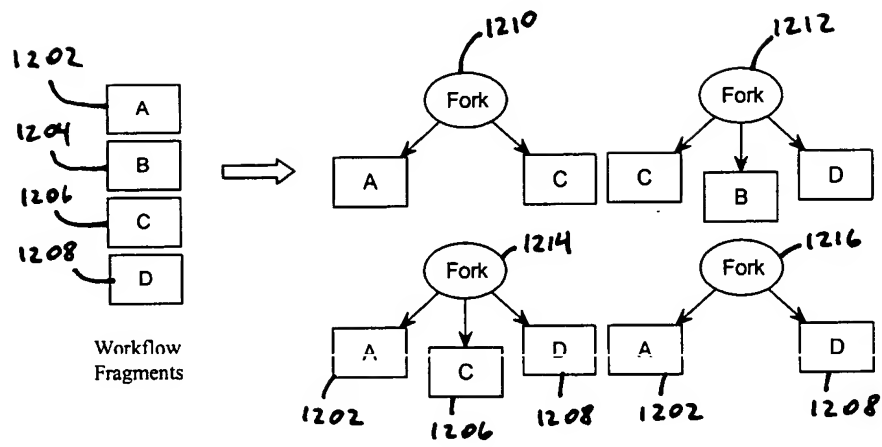


FIG. 12

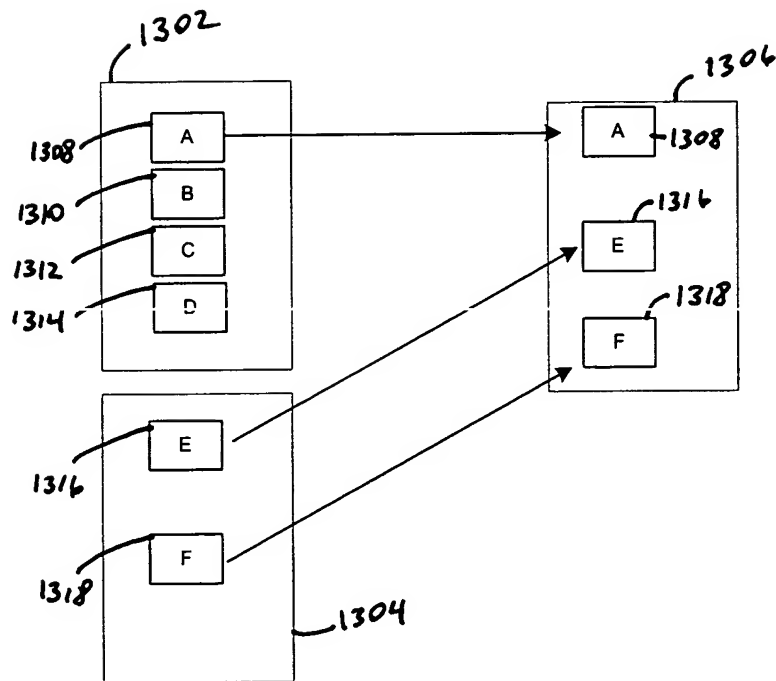


FIG. 13

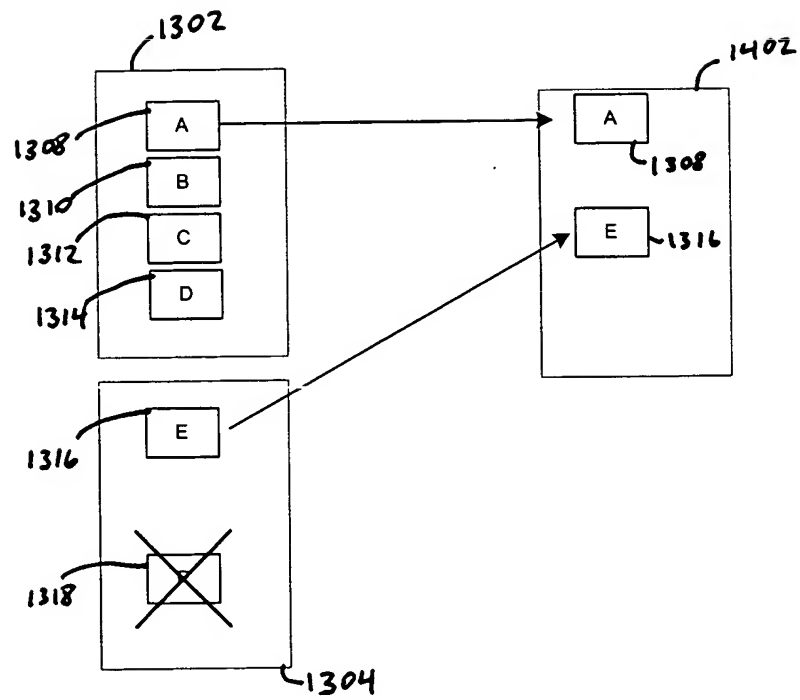


FIG. 14

1500

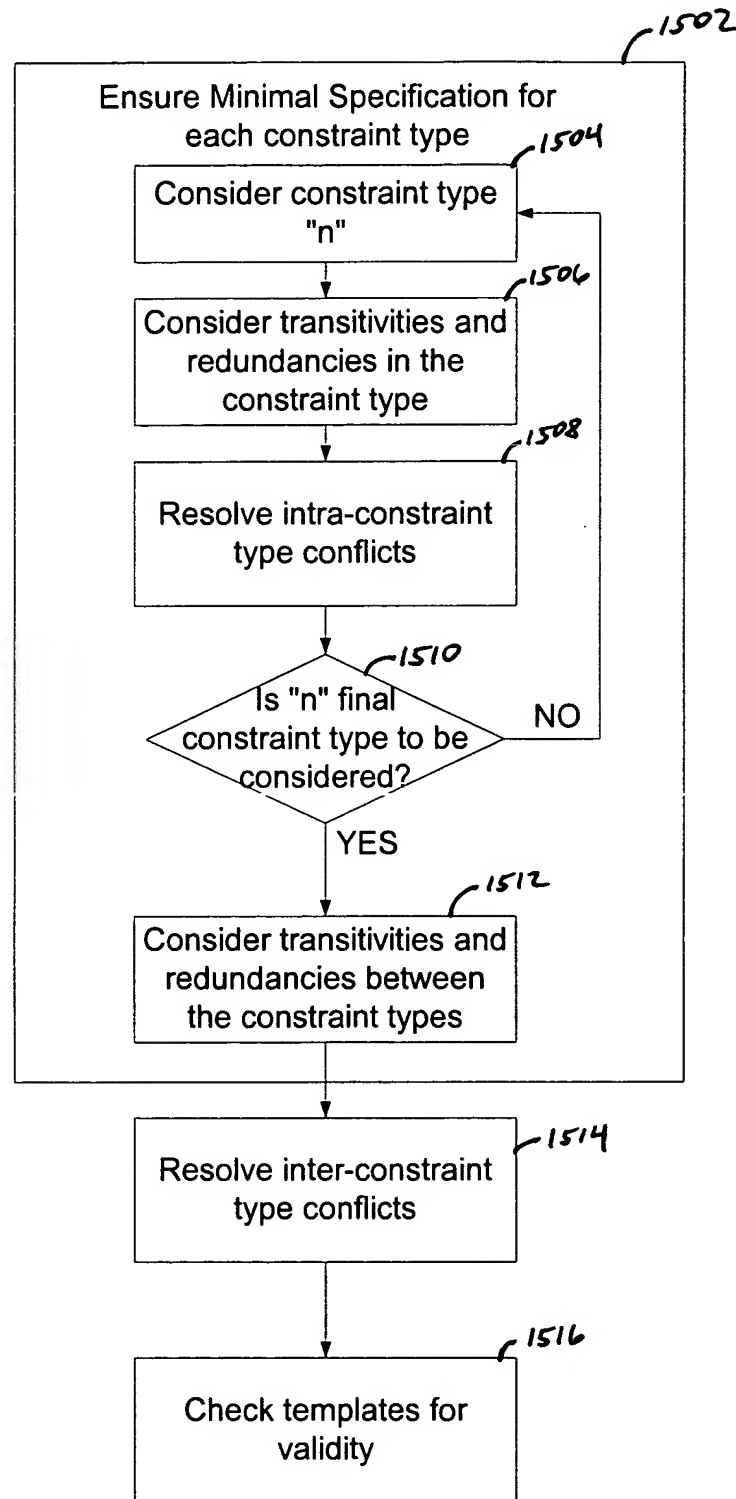


FIG. 15

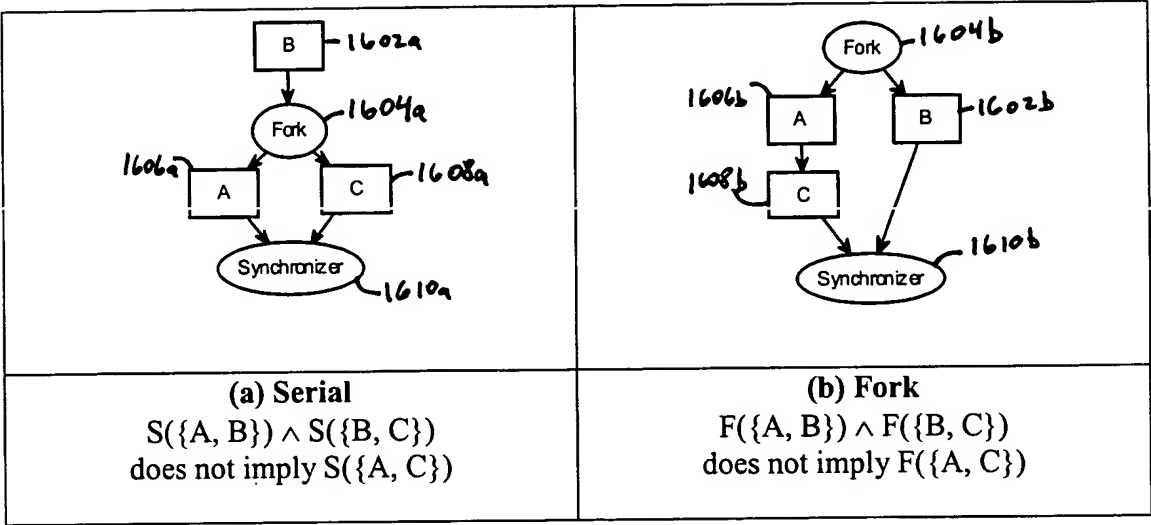


FIG. 16A

FIG. 16B

1700

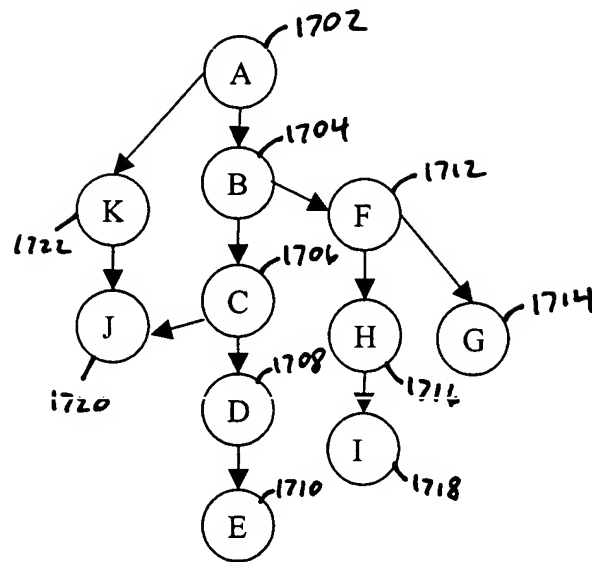


FIG. 17

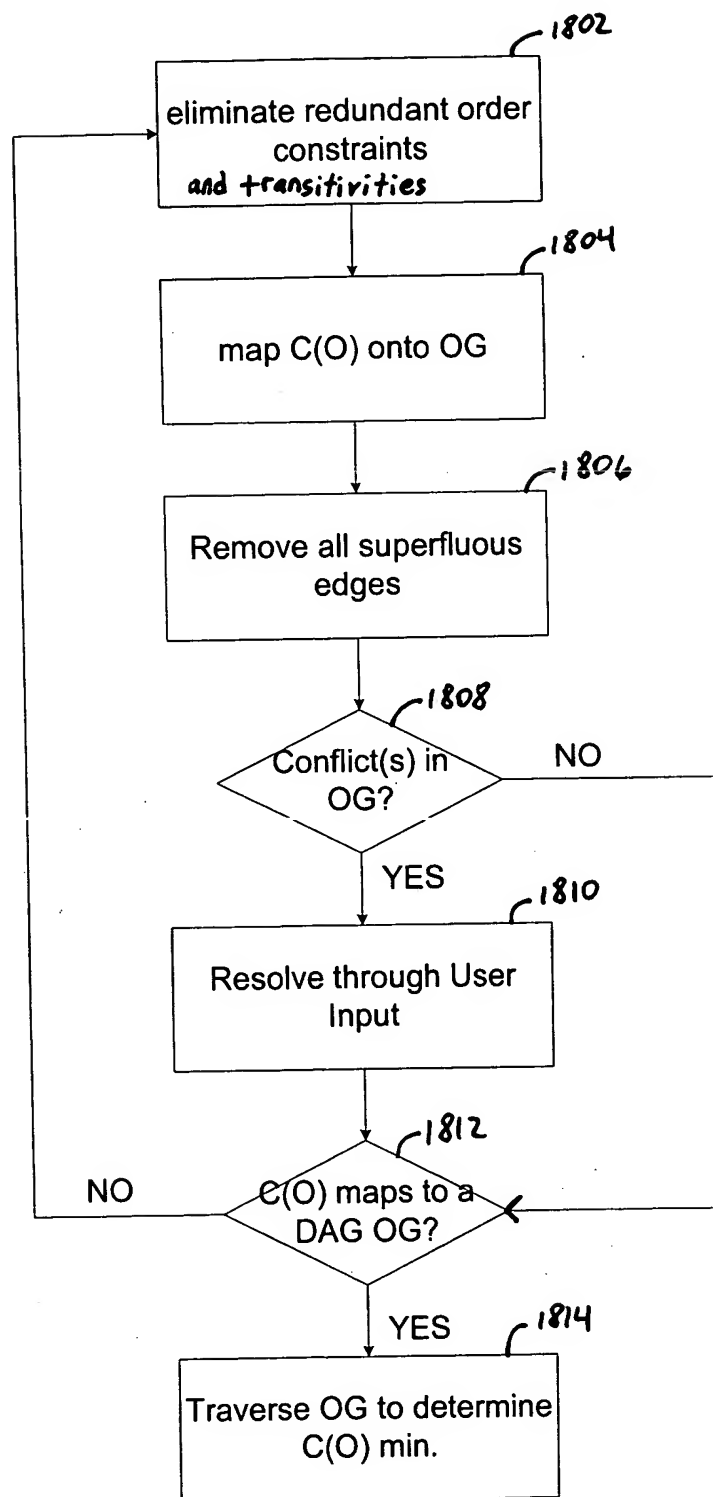


FIG. 18

1900

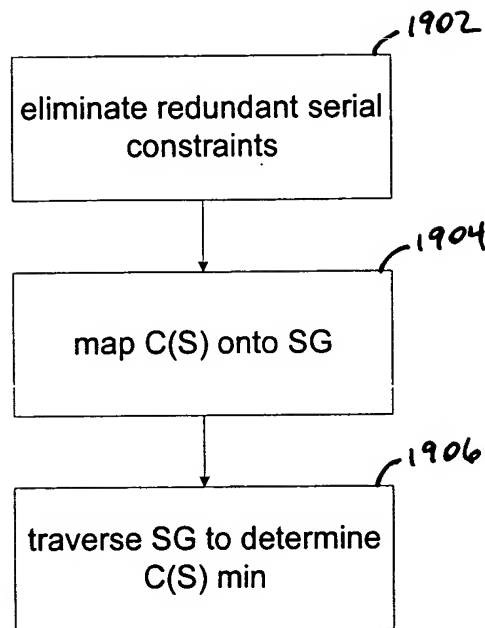


FIG. 19

2000

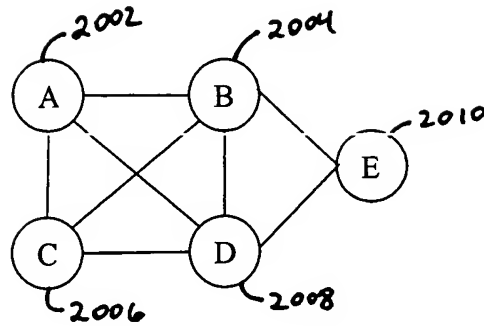


FIG. 20

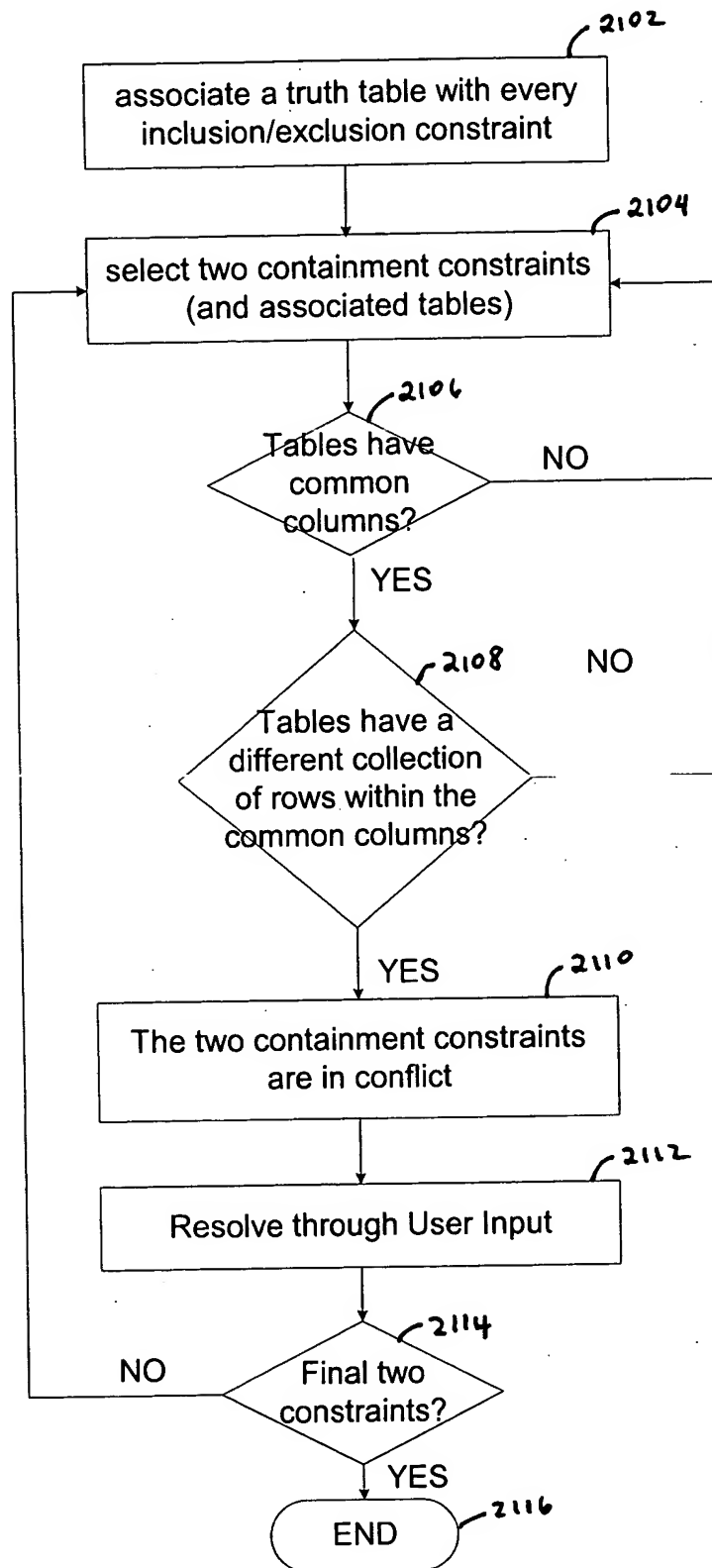


FIG. 21

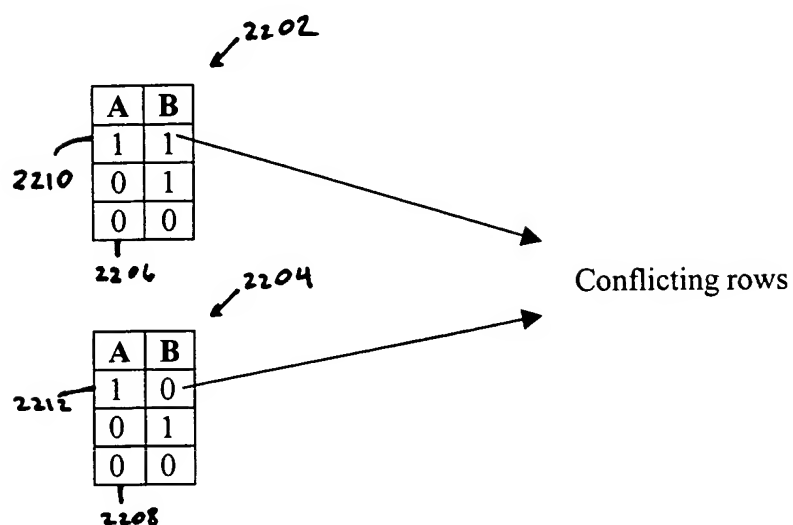


FIG. 22A

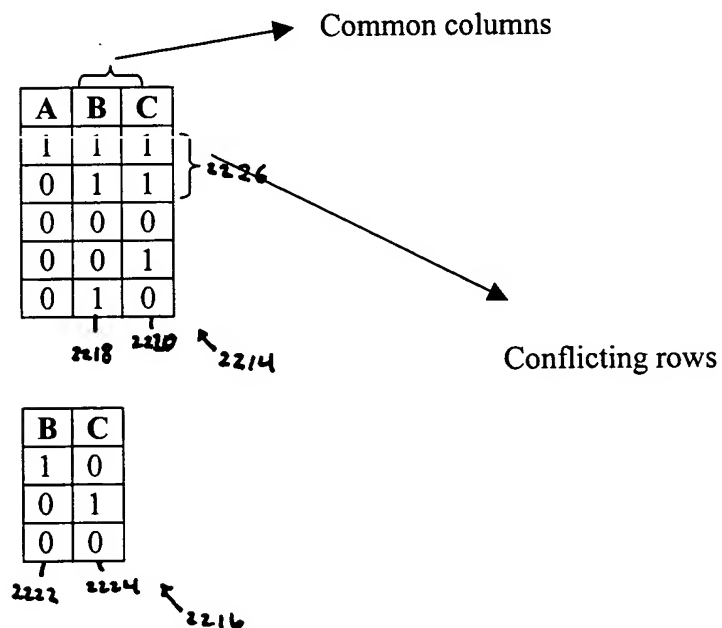


FIG. 22B

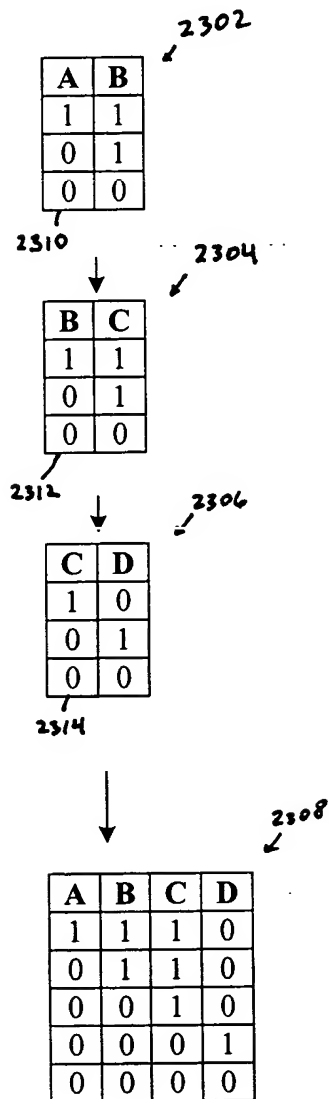


FIG. 23

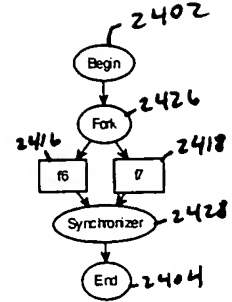
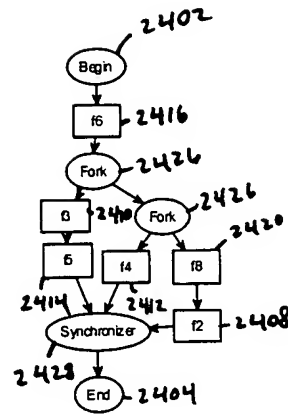
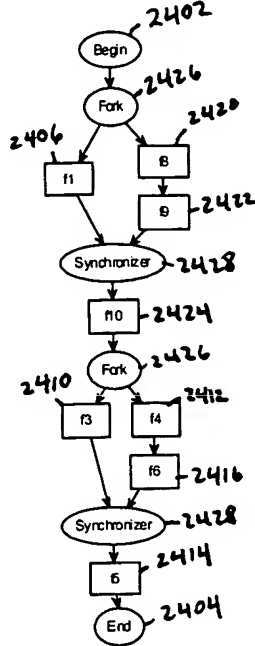
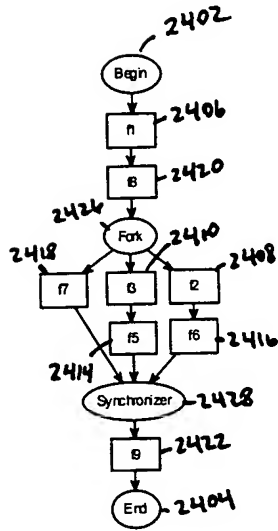


FIG. 24A

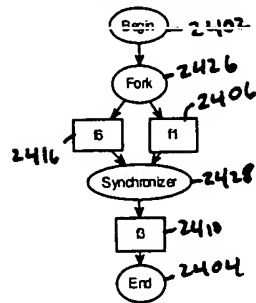


FIG. 24B

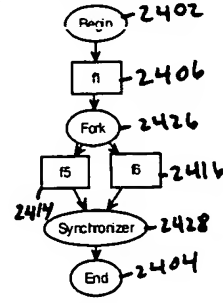


FIG. 24C

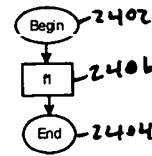


FIG. 24D

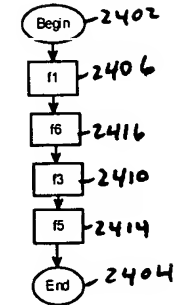


FIG. 24E

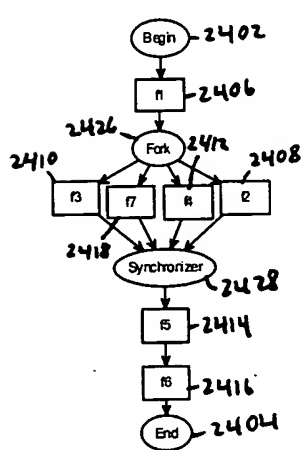


FIG. 24F

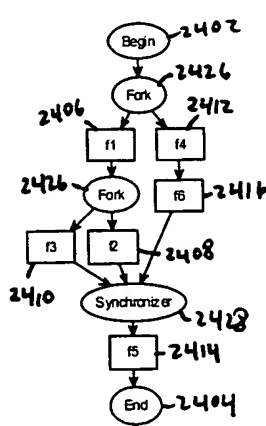


FIG. 24G

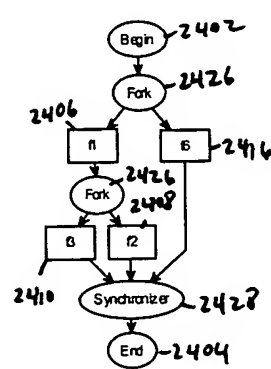


FIG. 24H

FIG. 24I

FIG. 24J

FIG. 24K

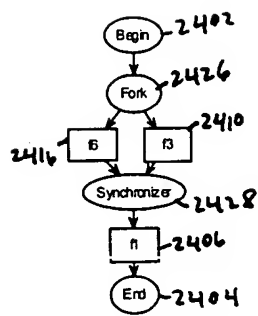


FIG. 25A

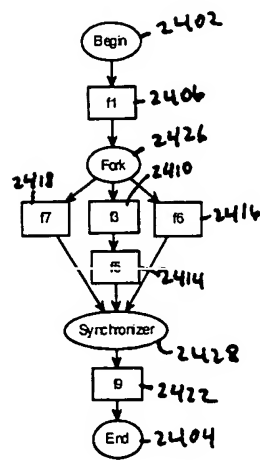


FIG. 25B

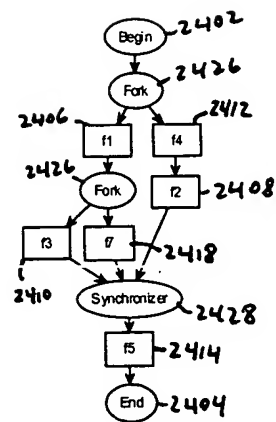


FIG. 25C